

BIIAB Level 3 NVQ Diploma in Hospitality Supervision and Leadership (QCF)

The BIIAB Level 3 NVQ Diploma in Hospitality, Supervision and Leadership is aimed at those who are working in supervision and leadership roles in the hospitality industry. The units cover the structural and organisational elements of the hospitality industry; Communication, leading a team, supervision of customer service, stock control and the effective use of resources are covered as mandatory units with the aim of providing learners with the knowledge and confidence to carry out supervisory and leadership roles. Optional units are also chosen by the learner, these are specific to the job role they hold.

What does it comprise of?

To achieve **BIIAB** Level 3 NVQ Diploma in Hospitality Supervision and Leadership, learners must attain a minimum of **thirty seven** credits in total.

Learners must complete all mandatory units from group A (23 Credits) at least 14 credits from optional group B and C with the remaining credits from Optional Group B or C to the value of 10. A minimum of 32 credits must be achieved through the completion of units at Level 3 and above.

A minimum of 206 GLH with a maximum of 276 GLH.

A Mandatory Units Credit Value required minimum 23 credits			
Unit Titles	Credit Value	Level	GLH
Set objectives and provide support for team members	5	3	35
Develop working relationships with colleagues	3	2	15
Lead a team to improve customer service	7	3	47
Contribute to the control of resources	4	3	30
Maintain the health, hygiene, safety and security of the working environment	4	3	27

Optional Units Group B - Credit value required minimum 4			
Supervise drink services	4	3	30
Supervise food production operations	4	3	20
Supervise food service	4	3	35
Supervise functions	5	3	35
Supervise housekeeping operations	4	3	30
Supervise portering and concierge services	4	3	32
Supervise reception services	5	3	30
Supervise reservation and booking services	5	3	30

Optional Units Group C			
Monitor and solve customer service problems	6	3	40
Support learning and development within own area of	5	4	25

responsibility			
Improve the customer relationship	7	3	47
Manage the environmental impact of work activities	5	4	10
Lead and manage meetings	4	2	20
Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector	2	3	16
Contribute to the selection of staff for activities	5	3	22
Manage the receipt, storage and dispatch of goods	3	3	21
Supervise cellar and drink storage operations	5	3	28
Supervise linen services	4	3	29
Supervise practices for handling payments	4	3	18
Supervise the use of technological equipment in hospitality services	4	3	33
Supervise the wine store/cellar and dispense counter	5	3	24
Supervise vending services	5	3	34
Ensure food safety practices are followed in the preparation and serving of food and drink	5	3	35
Contribute to promoting hospitality products and services	5	4	28
Contribute to the development of a wine list	5	4	24
Supervise off-site food delivery service	4	4	34
Contribute to the development of recipes and menus	4	4	22

Assessment

Each of the units is made up of specific elements applicable to the learners job role. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning etc. A portfolio of evidence is produced which demonstrates that the candidate can perform to the level described. Participants will all have a dedicated Assessor who will help assemble the portfolio and prepare them for assessment.

To complete the Apprenticeship in Hospitality Supervision and Leadership learners must complete the following components:

- BIIAB Level 3 Award in Hospitality Supervision and Leadership Principles
- Functional Skills to include Math's Level 2 and English Level 2
- Personal Learning and Thinking Skills
- Employment Rights and Responsibilities

How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call: 0330 088 0888

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